

(ii) For assistance in resolving a billing or payment dispute with the health plan or a health care provider, the Health Education and Advocacy Unit of the Consumer Protection Division of the Office of the Attorney General.

(C) (1) A MEMBER MAY SELECT A CERTIFIED NURSE PRACTITIONER AS THE MEMBER'S PRIMARY CARE PROVIDER IF:

(I) THE CERTIFIED NURSE PRACTITIONER PROVIDES SERVICES AT THE SAME LOCATION AS THE CERTIFIED NURSE PRACTITIONER'S COLLABORATING PHYSICIAN; AND

(II) THE COLLABORATING PHYSICIAN PROVIDES THE CONTINUING MEDICAL MANAGEMENT REQUIRED UNDER SUBSECTION (B)(5) OF THIS SECTION.

(2) A MEMBER WHO SELECTS A CERTIFIED NURSE PRACTITIONER AS A PRIMARY CARE PROVIDER SHALL BE PROVIDED THE NAME AND CONTACT INFORMATION OF THE CERTIFIED NURSE PRACTITIONER'S COLLABORATING PHYSICIAN.

(3) THIS SUBSECTION MAY NOT BE CONSTRUED TO REQUIRE THAT A HEALTH MAINTENANCE ORGANIZATION INCLUDE CERTIFIED NURSE PRACTITIONERS ON THE HEALTH MAINTENANCE ORGANIZATION'S PROVIDER PANEL AS PRIMARY CARE PROVIDERS.

[(c)] (D) (1) The health maintenance organization shall make available and encourage appropriate history and baseline examinations for each member within a reasonable time of enrollment set by it.

(2) Medical problems that are a potential hazard to the person's health shall be identified and a course of action to alleviate these problems outlined.

(3) Progress notes indicating success or failure of the course of action shall be recorded.

(4) The health maintenance organization shall:

(i) Offer or arrange for preventive services that include health education and counseling, early disease detection, immunization, and hearing loss screening of newborns provided by a hospital before discharge;

(ii) Develop or arrange for periodic health education on subjects which impact on the health status of a member population; and

(iii) Notify every member in writing of the availability of these and other preventive services.

(5) The health maintenance organization shall offer services to prevent a disease if:

(i) The disease produces death or disability and exists in the member population;